CYBERNETIC ENTERPRISE AGILITY

INERTIA -> INITIATION -> EVOLUTION



"Cybernetics?"

The science* of control and communication in systems where the *outcomes* of actions become *inputs* to further actions

WE CAN'T **JUST** PLAN OUR WAY TO AGILITY... WE MUST **ALSO** ACT, SENSE, & RESPOND.

"The sort of control that allows us to stay upright when skiing, stable in the face of perturbations."

*from the fields of control systems, electrical network theory, mechanical engineering, logic modeling, evolutionary biology, neuroscience, anthropology, and psychology



Cybernetic Enterprise Agility: A Meta-Process

Assessable Business Outcomes

Visualization & reduced burden
Smooth flow of value
Explicit policies: your process
Controlled evolution events

Start with what you do now
Pursue evolutionary change
Respect processes, roles, & responsibilities

Encourage acts of leadership at all levels

WORK MANAGEMENT MATURITY

Scrum • Scrumban • Team Kanban
XP • TDD/BDD • CIT/CICD/DevOps
Agile UX • Design Thinking

Teams • Management • Leadership

Training • Coaching • Mentoring

Roles • Ceremonies • Artifacts

Practices • Structures

AGILE DELIVERY
METHODOLOGIES

Explicit organizational identity
Distributed cognition
Network structures & interest tribes
Community engagement leaders

Leverage human behavior
Respect human capabilities
Foster Learning Communities
Combat complexity with emergence

CULTURAL EVOLUTION



Case Study: Academic Service Provider

- 90% time to market:
- Delivery:
- Visibility of work:
- Teams' "Happiness Metrics":
- 397 days

- → 241 days **(49% reduction)**
- 41 features/quarter \longrightarrow 51 features/quarter (22% improvement)
- 0% (all work hidden) \longrightarrow **92% of all work trackable**
- (qualitative survey) Improved focus, collaboration, quality



Extend to other divisions • Connect exec/delivery work management

Optimize Service Delivery •
Delivery Risk Management •
Delivery Performance Reviews

Internal Enterprise Agility change team • CoE guidance • Develop internal coaches

ROBUST, STABLE, FULLY-ADOPTED PROCESSES

STRENGTHEN BIZ/ TECH WORK-FLOW

LIMITED S-O-S FOR 1 BUSINESS DIVISION

Customer work prioritization • Cross-division synch meetings

Cross-division synch meetings
 Clear service/team definition

Work-in-process limits • Enterprise work handling policies • Business metrics

Portfolio change teamChampion recruitmentRole-based training/coaching

DIVISION INSIGHT INTO END-TO-END DELIVERY PERFORMANCE

Work item standards • Product Manager synch meetings • Delivery tracking

Service-Oriented Systemic analysis • Work request visualization • Policy creation

Product Management change team • Management katas • Co-coaching

SUSTAINABLE BUSINESS/TECH INTERFACE

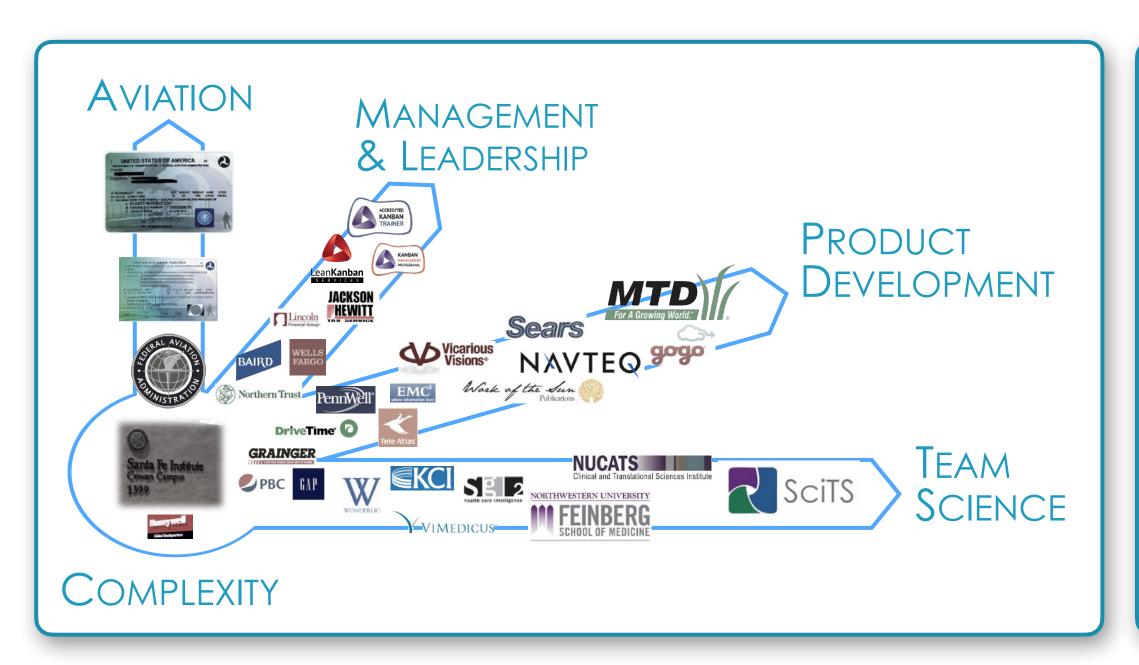
AGILE DELIVERY METHODOLOGIES

WORK MANAGEMENT MATURITY

CULTURAL EVOLUTION



WANT TO EVOLVE? CAN'T INITIATE? STUCK WITH INERTIA? LET ME HELP!



With a diverse education, experience, and skill-set, Derek W. Wade enables organizational integrity and business agility by shortening the feedback loop between intention and execution.

His passion for the pragmatic applications of the science of team performance, over his 20 years of experience in a broad range of industries, inform his evidence-based approach to coaching leadership and management teams.

Derek has served on the Board of Directors for the Agile Leadership Network (ALN) and is also a licensed Commercial Pilot and Flight Instructor, where lessons from the real-world consequences of effective teamwork have informed his approach to organizational agility more than he expected when he first started flying.

He is an industry-recognized speaker and educator, connecting theory to actionable guidance at international forums including the Stanford University School of Medicine, Lean-Kanban France, Northwestern University's Clinical and Translational Sciences Institute (NUCATS), and the Agile Alliance.



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If you're facing some of the problems discussed here, drop me a note. I'd love to hear about your situation and help you get started.